

MARCO PITTALIS

Cover Letter:

I started in the industry as a Chef and have advanced to Resort Manager in just over a decade.

During that time, I earned a Bachelor's Degree in Hotel Management and feel I can bring the benefit of my experience and education to your establishment.

During my tenure as a student, I completed several courses that allowed me to apply qualitative and quantitative hospitality business skills to solve problems. Specifically in one of my courses, I worked with a team of five other students to evaluate a hotel's position, and develop effective solutions that satisfy the needs of multiple stakeholders. This type of hands-on learning will be instrumental to my success in this position.

In my current position as Resort Manager, I have oversight of the food lodging, Front Office, Maintenance, housekeeping and all the activities of the hotel.

In addition, I work hand-in-hand with the Area General Manager to ensure profitability exceptional customer service and high-quality staff performance.

Although there are multiple layers of management, I have experience with most departments including marketing and sales and personnel.

With my hands-on experience in almost every sector of the industry.

My ability to manage efforts of all departments within a hotel, in order to ensure complete customer satisfaction, has become the major part of my success throughout my career.

I have strong leadership qualities to oversee the staff in a manner suitable to the hotel's outlook and image.

I also have extensive knowledge of providing outstanding guest services by anticipating their needs and striving to execute them without delay.

I am also proficient in managing the concerns of less satisfied guests by ensuring that they never leave the hotel without resolving any issues they had without a good outcome.

I have written below my resume which details my relevant skills and qualifications.

Thank you for your time and consideration.

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Summary

Offering many years of experience in the hospitality industry with proven success at improving guest satisfaction and bottom-line profit. Strong management skill, experienced in conceiving and implementing improved system and procedures, resulting in cost saving and greater revenue. Ability to educate, train and motivate employees, resulting in a team effort and greater productivity. Proving success at improving guest satisfaction with an increase in GSS ranking among downtown hotels nationwide. Experienced in organizing and overseeing affairs for high profile guest such as President Hosni Mubarak (Egypt), Barak Obama (United State), Foreign dignitaries and movie celebrities. Dedicated, management professional with extensive daily planning and operations experience. Skilled in staff Training and development.

Highly proactive manager with (25) years of experience in team leadership in the restaurant and hospitality industries. Background included sale, management and front and back of the house operations.

Food service professional adept at FOH and BOH operations. Demonstrated team leader with excellent staff management skills.

Flexible, result-oriented Manager offering focused leadership and restaurant operations knowledge to drive profitability, Exceptional communication skill.

Manager with experience leading multi-million-dollar restaurant, hotels as well banquet and catering operations at award-winning restaurants around the world. Driven to raise the bar for the fine dining and all aspect of guest relations.

Experience

Resort Manager

Le Menara Khao Lak

Jun 2022 - Present (+)

Create, implement, and direct seasonally appropriate activities, special events, and programs using themed concepts for Guests and Members. Develop and implement Holiday programs

Work closely with the various departments in the planning, scheduling, and execution of events, maintaining communication with other necessary departments at all times regarding resort activities. Regularly attend Departmental Daily Reviews, sharing information about Resort activities/events with Associates, with the aim of spreading the word to Guests

Develop and implement innovative and entertaining "Rainy Day Activities"

Develop daily, weekly, monthly and yearly calendars for all activities incorporating local events and activities to be distributed to Guests, Owners, Associates and the Club Membership

Maintain activity schedules in accordance with occupancy, house count and demand of the Hotel, and within budgetary perimeter

Resort Manager

Legend for Management Hotels

Jul 2020 - May 2022 (1 year 11 months)

Create, update and ensure timely awareness of the hotel's business continuity plan as well as its emergency and crisis management plans

Assist in creating a positive team-oriented environment which focuses on the guest, through employee development and motivation

Maintain direct contact with and monitor the development of management trainees

Perform any other duties as requested by the Vice President of Operations, Regional Director of Operations.

Maintain a professional working relationship and promote open lines of communication with managers, employees and other departments

Make proposal to Regional Director of Operation regarding turnover, promotion and salary increase for employees

Participates in the development of the annual marketing, sales and yield management plans and strategies

Ensures highest level of guest satisfaction by providing within corporate standards quality guestservices and amenities

Interacts with guests and individuals outside the hotel including, but not limited to, current and potential clients, owning company representatives, community leaders, government officials, travel industry representatives, suppliers, competitors and other members of the local community

Manages the functions of all hotel personnel through supervision of hotel department heads

Assists in monitoring present and future trends, practices and systems in the hotel industry and determines and ensures execution of competitive programs as directed

Participates in conducting weekly inspections and ensures physical facilities are kept in operational condition by full implementation of preventive maintenance programs and judicious planning and management of FF& E, as directed

Ensures emergency procedures are practiced and enforced to provide for the security and safety of guest and employees

Develops recognition programs, advertising and promotional campaigns to obtain greatest market awareness and patronage

Operations Manager

Baglioni Hotels & Resorts

Dec 2017 - Jun 2020 (2 year 7 months)

Part of pre-opening team for the first luxury resort of the chain Baglioni Hotels.96

keys resort in charge of 5 food outlet, 4 Bar, 1 staff bar, 1 coffee shop.

International buffet serving Breakfast & Dinner over 250 guest, 24h Room Service and Butler service

italian fine dining restaurant serving 40 covers plus a wine cellar with more than 50 of most famous wine selected from us sommelier

Japanese Fine dining restaurant of 30 cover, Teppanyaki Table of 12 cover, Pool Bar open all day serving top snack around the world

Supervising a Total of 52 kitchen staff including steward, 65 waiter staff including hostess,

Total of 4 TMA Seaplane private lounge.

Cafeteria staff: serving 250 international staff

During the pre-opening set all supplier company & logistic

Set up all the SOP for the Culinary team and the food & beverage service#Training all Staff for HCCP rules and regulations,

Training Food & Beverage service staff how to serve and care all guest needs

Training Staff for all Restaurant recipes, writing all method and cooking class Setting up all amenities

Calculating all food cost for all Food & Beverage department

Implement all rules and regulation for the Maldives Government request.

Helping the Hr Manager to the recruitment

Training all food & Beverage service team

Training all Standard to be 5-star level Resort as per LEADING HOTELS OF THE WORLD QUALITY

Director of Food and Beverage

Hyatt Hotels Corporation

Apr 2016 - Dec 2017 (1 years 8 months)

5* business hotel with 190 rooms and 5 outlets;

14-conference room with max capacity 300 guests and ballroom of 1000 guest's capacity Hotel opened April 2011

Award hotel 2017 as best event hotel in Africa area

- Set up and operated the food and beverage department for the first property in the Country.

- Conducted research and SWOT analysis for the market trends need;

- Presentation of products, culinary program with local media, bloggers and international Companies

- Developed the mood boards of all outlets concept;

- Provided the financial business plan for the entire food and beverage department opening Budget

- Established research and data food market and negotiated suppliers;

- Supervised the operational management team while providing overall direction and coordinating;

- Led the kitchen department with clear vision in mind, sets all the kitchen standards; followingHyatt International standard, first year Audit 96%

- Compiled and prepared the food and beverage business plan as per the yearly budget set by the regional office;

- Developed new banqueting Portfolio, building our reputation for Banqueting facilities for itsWedding and outside catering events; Following meeting imagined standards

- Implemented and set the menus development, menus engineering, food and beverage yearly

- Helped in the recruitment and hiring process in different countries;

- Led the implementation of the local municipality rules and regulations, HACCP brand standard;

- Facilitated and trained the team on the basic food hygiene for kitchen and service;

- Facilitated management training session for new appointed assistant, managers of departments;

- Led and implemented the Passport to success culinary training for each team members;

- Planed and implemented successful promotional food and beverage marketing plan

- Guest satisfaction (1st place of GSS, as Hyatt International Africa &middle Est 2017

Executive Chef

Red Sea Hotels

Feb 2016 - Sept 2016 (8 months)

This luxury adult only hotel provides an oasis of peace, relaxation and tranquility. Unrivalled for its standards of accommodation, dining and service, the emphasis here is on enjoying a luxurious experience. The hotel is a 280 suite and junior suite, with 2 international themed buffet restaurants The World open Breakfast, Lunch and Dinner.

6 à la carte restaurants:

- Steak (the Bull),
- (fish) Mariscos
- Asian (Mandarin),
- fusion (Jasper)
- Spanish (Parilla),
- oriental (The Pasha)
- 3 snack Pool Bar,
- Café Vienna Serving fresh homemade Italian Pastries and ice cream.

Managing over all 145 cooks including 7 sous chef, which together implement all new menus organize special cooking class for all department.

Food Consultant

Vilnius Grand Resort

August 2015 – Feb 2016 (6 months)

Vilnius Grand resort is located 20 minutes from the city of Vilnius and comprises 185 rooms, 2 à la carte restaurants, one serving local menus, second serving Italian fusion restaurant. The resort also includes 8000 square meters of function space.

The kitchen is built with a 1 Head chef and 25 cooks.

During my stay I helped the chef of the resort to change the menu of the two restaurants, teach new cooking techniques by first changing the restaurant menu on the lake by presenting a local menu so that the Lithuanian cuisine can be highlighted.

In the second restaurant we have implemented Italian cuisine according to the traditions I always bring with me of Sardinian cuisine.

We have organized in collaboration with the banqueting manager the most appropriate way to serve weddings and business lunch and dinner.

Executive Chef

Kandolhu Maldives

Jan 2014 - Aug 2015 (1 year 8 months)

Kandolhu Island is part of Universal Resort Company. During the period from 2014 to 2015 I worked as an Executive chef in collaboration with the Corporate Chef of Universal Resort Michel Muffat.

My team of 25 cooks from around the world helps to set one of the beautiful islands in the Maldives. We have organized for 30 luxury villas 4 restaurants:

Banzai Teppanyaki fusion menu.

Sea grill serving the succulent fish from the Maldives and meat from around the world,

Olive Restaurant is fine dining Mediterranean cuisine this and one of my favorites since I set up a menu bringing the testing of Mediterranean country, The Market Restaurant is an international restaurant serving breakfast, lunch & dinner à la carte giving the opportunity to the guest to bring great atmosphere from the morning hours

Education:



OTHM

Diploma in tourism and Hospitality Management, Account & Finance, Academic and professional development, service Marketing,
2018 - 2021



Cornell university

Financial management certificate, Accounting and Finance
Feb 2018 - May 2021



I.P.S.A.R Sassari

High School Diploma, Istituto Professionale per i Servizi per l'Enogastronomia e l'Ospitalità Alberghiera
1993 - 1997

Licenses & Certifications



Certified Professional Food Manager (CPFM) - University of Birmingham

Skills

General Management • Account Management • Training • Human Resources (HR) • Front Office • Culinary Skills
• Customer Service • Project Management

Language

Italian - Spoken: Native / Bilingual Proficiency – Writing: Native / Bilingual Proficiency

English - Spoken: Native / Bilingual Proficiency – Writing: Native / Bilingual Proficiency

Arabic - Spoken: Full Professional Proficiency – Writing: No Proficiency

French - Spoken: Limited Working Proficiency – Writing: Professional Working Proficiency

Reference

Please note Reference & copy of certificate upon request

I authorize the processing of personal data contained in my curriculum vitae on the basis of art. 13 of Legislative Decree 196/2003 and art. 13 of EU Regulation 2016/679 relating to the protection of persons (GDPR)"

Autorizzo il trattamento dei dati personali contenuti nel mio curriculum vitae in base all'art. 13 del D.Lgs. 196/2003 e dell'art. 13 del Regolamento UE 2016/679 relativo alla protezione delle persone (GDPR)"



By: *Marco Pittalis*